Listen for the following concepts:

- Types of listening situations
- Why we listen ineffectively
- How to improve our listening effectiveness

Types of Listening Situations

- Discriminative listening (focusing on sounds)
- Comprehensive listening (listening to understand)
- Critical listening (listening to evaluate)
- Empathetic listening (listening to feel)
- Appreciative listening (listening to enjoy)
Why do we listen ineffectively?

- Hearing problems (physiological)
- Premature judgment of listening situation
- Listening is Hard! We avoid difficult listening
  - Rapid thought
  - Noise can interfere
    - Externally (critical of speaker, environment)
    - Internally (preoccupation, emotional response)
  - Beware of technology!!!
- Information overload

Why do we listen ineffectively? (cont.)

- Inappropriate approaches to listening
  - Pseudo listening (fake attention)
  - Dan Ackroyd (insensitive) listening – listening for facts (unable to look “between the lines”)
  - Ambush listening – listening for information to attack the speaker
  - Defensive listening – taking innocent comments as personal attacks
  - Stage hogging (conversational narcissism)
  - Speaking is more fun

Ask yourself...

- How often might you misjudge the purpose of the listening situation?
- What are the main barriers you face when you are listening to others?
- How can you tell when others are listening (or not listening) to you?
How do we improve our listening?

- Pay attention
- Adjust to internal and external noise:
  - Speaker & the physical environment
  - Keep emotions in check
- Listen to difficult material
- Give yourself a reason to listen

continued...

How do we improve our listening?

- Listen for ideas and patterns of reasoning
- Try to use your spare time wisely
  - Take written notes
  - Write a mental review after each point
  - Note the adequacy of support for each point
  - Anticipate what the speaker will say
  - Listen for additional meaning

Ask yourself...

- What do you do now to increase your listening effectiveness?
- Do you just “give up” when faced with a difficult listening situation?
- How might you minimize noise when you are listening?
- What one new technique might you try to increase your listening effectiveness?
The Chinese characters that make up the verb “to listen”

tell us something significant about this skill